



FSA Ombudsman News

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"It's not about who's right...it's about doing the right thing!"

Did you know?

That of the 13 million loan and grant applications received by FSA this year, 82 percent or nearly 10.7 million were online. When FSA first started accepting online applications in 1996 it only received 1.7 million applications electronically. FSA estimates the total number of applications it receives to increase to 20 million in the next five years.

Government Computer News
<http://www.gcn.com>

Dear Colleague Published July 19, 2004

Dear Colleague Letter: GEN-04-07 contains updated contact information for the Ombudsman office. *There is no expectation for immediate reprints or other changes. When you do update your material please use the current information.*

Via e-mail:
fsaombudsmanoffice@ed.gov

Via on-line assistance:
<http://www.ombudsman.ed.gov>

Via telephone:
877-557-2575 (toll free)
202-377- 3800

Via fax: 202-275-0549

Via mail:
U.S. Department of Education
FSA Ombudsman
830 First Street, N.E.
Washington, DC 20202-5144

FSA Ombuds Activity through Third Quarter of FY04

"Research" cases decreased by 3.16 percent through the third quarter of FY2004 compared to the same time frame in FY03.

FY04 = 2,693 FY03 = 2,781

One-question "General Assistance" cases also decreased by 23.30 percent.

FY04 = 8,149 FY03 = 10,624

Top Five Issues for Research Cases:

- Loan Cancellation/Discharge
- Account Balance
- Repayment Plans/Amounts
- Default
- Consolidation

More Data...

- The **2,683** "Research" cases represent 17,161 loans in NSLDS.
- **24.21 percent** of 17,161 loans show a default status in NSLDS.
- **53.71 percent** of the loans were for public postsecondary institutions.
- **76.05 percent** of the loans are FFEL.
- **34.82 percent** of the loans have been in repayment five years or less.

SCAM ALERT!!!

Thank you for the efforts to alert your borrowers to the latest student aid scam. Let us know how many calls you are getting.

Here is a reminder of the FSA Web site advising individuals how to file complaints.

<http://studentaid.ed.gov/PORTALSWebApp/students/english/scam.jsp>

Question of the Month

What is one example of outstanding customer service you've seen in your organization this month?

Send your responses and suggestions for future "Questions of the Month" to:
John.Laughner@ed.gov

OmbudSpeak

Consensus: An opinion or position reached by a group as a whole.

Resolution: A solution or satisfactory end to a quarrel, conflict or legal dispute.

(Dictionary.com and Wordsmyth English Dictionary)

COMING EVENTS Sept. 22-23: NCHelp Legislative Workshop, Washington, D.C. **Oct. 12-15:** The Ombudsman Association (TOA) courses, e.g., Ombuds 101, 101 Plus, Ombuds Workshop: The Advanced Series, Helping People Come Forward, Washington, D.C.